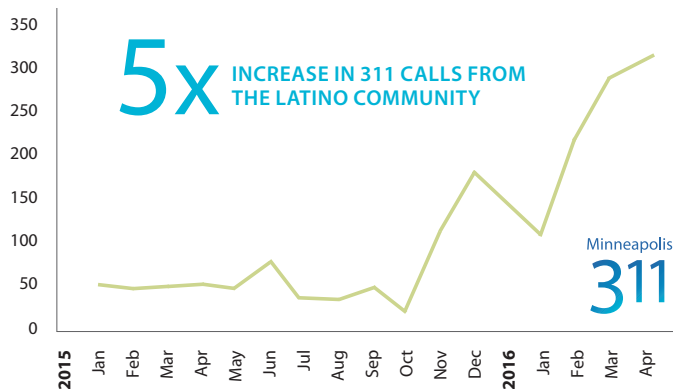


rental housing challenge

Increasing access to stable and quality housing for our rental community.

Increasing the use of 311 in underserved communities



November 2015

311 implements Spanish dial-option. Dial-option connects callers to the City language line.

March 2016

City staff go on City Spanish language program on La Raza radio discussing 311 and renters.

May 2016

311 implements Somali and Hmong dial-option. Dial-option connects callers to the City language lines.

January - July 2016

TV PSA about 311 and renters on Comcast cable channels, City website homepage, social media, and e-newsletters.

March - July 2016

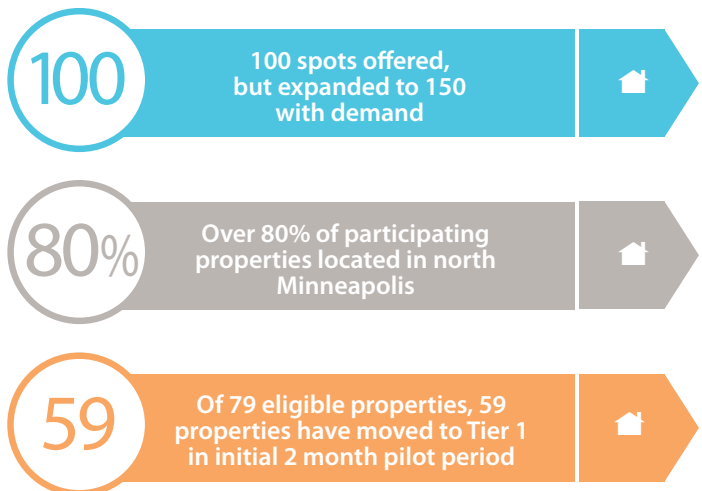
City informs and engages Latino community about 311, including PSA aired daily on La Raza radio.

Beginning February 2016 and ongoing

City staff produces and distributes through targeted outreach renter-specific magnets, cards, and posters in English, Spanish, Somali, Hmong.

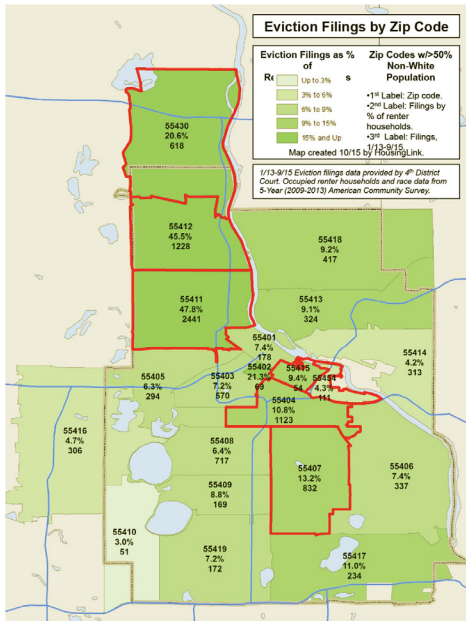
Incentivize repairs to increase housing quality

Pilot implementation allowing Tier 2 properties to sign up for full rental inspection ahead of annual tiering process, with requirement that they needed to address violations within 30 days in order to move Tier status.



59 families living in better quality housing

Partnerships to reduce evictions with Fourth District Court and Hennepin County

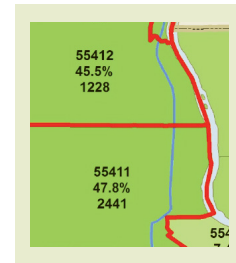


A 2015 Housinglink/HOMELine study found that eviction filings disproportionately occur in majority non-white zip codes.

In two ZIP codes in north Minneapolis, an estimated

45-48%

of renter households have experienced an eviction filing in the past 3 years.



Collaboration with Community Action Partnership of Hennepin County to provide rental housing and financial education



Initial evaluation reveals need to develop a mechanism for tracking housing stability of Healthy Start clients over time.

New landlord-tenant education program promoting best practices and clarity around roles/responsibilities of property owners/tenants



Addresses an educational gap for property owners on Minneapolis-specific housing maintenance code, inspections process, and tiered licensing.

what is the
i.team

Funded by Bloomberg Philanthropies*, the Minneapolis i-team acts as the City's innovation and strategic consultants to provide the necessary additional resources to move the dial on particular challenges. Collectively, the i-team members work with departments to address issues, gaps and opportunities in new and different ways so as to achieve more desirable outcomes – both within City policies and services as well as for community.

*More information on Bloomberg Philanthropies can be found at www.bloomberg.org